

EDITED KSA LISTING

CLASS: Staff Information Systems Analyst (Specialist)

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	General knowledge of principles of public administration, organization, and management as it relates to the Information Technology (IT) organization.
K2.	General knowledge of information technology systems equipment, software, and practices as it relates to the IT environment.
K3.	Extensive knowledge of analytical techniques needed to review and analyze information to determine options and recommend viable solutions.
K4.	Extensive knowledge of technical report writing to accurately and effectively communicate job related information.
K5.	General knowledge of the System Development Life Cycle (SDLC) principles and methods for IT.
K6.	General knowledge of training techniques to effectively educate IT customers and staff.
K7.	General knowledge of departmental policies and procedures as it relates to IT.
K8.	General knowledge of information security practices as they relate to IT.
K9.	General knowledge of project management principles, practices, and procedures as they relate to the effective delivery of IT services.
K10.	General knowledge of procurement policies and procedures as they relate to IT.

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	Skill to:
S1.	Effectively apply creative and logical thinking in the design methods of processing information with IT.
S2.	Effectively monitor, identify, troubleshoot, and resolve problems with IT hardware, software, and processes.
S3.	Analyze information and situations to identify problems, reason logically, and draw valid conclusions in order to determine and implement effective solutions.
S4.	Utilize interpersonal skills to establish and maintain productive working relationships with others.
S5.	Communicate effectively both written and verbally in order to exchange and/or provide information to staff and others.
S6.	Review, edit, evaluate, and prepare written documents to produce quality products.

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	Ability to:
A1.	Work independently and in teams to perform assigned tasks.
A2.	Reason logically to perform analytical tasks.
A3.	Handle multiple tasks in order to manage time efficiently.
A4.	Apply creative thinking in developing solutions.